

# **Pueblo Interagency Dispatch Center Detailer Guide 2015**



**2840 Kachina Drive  
Pueblo, CO 81008  
Phone: 719-553-1600  
Fax: 719-553-1616**

## **Mission Statement**

Pueblo Interagency Dispatch Center personnel will work together to provide support to our firefighters in the field, cooperators and one another by providing the highest level of customer service.

***Our firefighters, cooperators and one another are our customers!!!***

## Table of Contents

<b>Geographic Area</b> .....	4
Typical Weather Patterns .....	4
Terrain.....	4
<b>PISCC Workplace Security</b> .....	4
<b>PIDC Organization</b> .....	5
<b>Delegation of Authority</b> .....	5
<b>Pueblo Interagency Dispatch Center Mission</b> .....	5
<b>General Information</b> .....	6
<b>Office Procedures</b> .....	7
Shifts .....	7
Dispatch Shift Briefings and Pass Ons.....	7
Telephones.....	8
Radios.....	9
Media/Public Information Requests.....	9
<b>Computer Information/Administration</b> .....	9
WildCAD .....	9
Printers.....	10
Fax Machines .....	10
Copier and Scanner.....	10
Dispatch Email .....	10
Office Supplies .....	10
Time Keeping .....	10
Sick Leave.....	11
On the Job Injuries .....	11
Emergency Demob.....	11
Pay Check 8 (FS Time) .....	11
Quick Time .....	11
Task book / Performance Evaluations .....	11
<b>Intelligence and Predictive Services</b> .....	12
Reports.....	12
Weather .....	12
WIMS / NFDRS .....	12
ICS-209 .....	12
Fire Severity .....	12
<b>Pueblo Dispatch Orientation</b> .....	13
PIDC Zone Boundary and Unit Designators .....	13
PIDC Neighbors .....	13
Initial Attack.....	14
Aviation Resources.....	14
ROSS Procedures.....	15
Equipment / Supply Orders .....	15
PIDC Location and Directions.....	Error! Bookmark not defined.
Restaurants .....	15
Per Diem Rates and Rental Car .....	15
<b>STAFFING/ORGANIZATION</b> .....	16

## Introduction

Welcome to Pueblo Interagency Dispatch Center (PIDC). The PIDC Operations Guide was designed to provide people working at the Pueblo Interagency Dispatch Center (PIDC) an overview of the Pueblo Dispatch operations, as well as the detailed internal operational procedures.

Pueblo Dispatch is a centralized office that performs initial attack and extended attack operations for all state and federal units within our area of influence and coordinates directly with county units to accomplish its mission of emergency response coordination. PIDC operates within a formalized dispatch system. The Neighborhood Concept has been adopted within the RMA, which means neighbors order direct from one another prior to ordering from RMCC. Initial attack is done with all bordering units. Pueblo Interagency Dispatch Center is an organization that exists to support the people on the ground and support the requested mission regardless of agency. Please feel free to ask questions and share comments with us.

PIDC is located on the west side of Pueblo, Colorado in the Pike, San Isabel National Forests and Cimarron and Comanche National Grasslands (PSICC) Supervisor's Office. (The building is southwestern style behind the Ford Dealership, on Highway 50 West).

Pueblo Interagency Dispatch Center  
2840 Kachina Drive  
Pueblo, CO 81008

Phone: 719-553-1600

Fax number: 719-553-1616

Email address: [pueblodispatch@yahoo.com](mailto:pueblodispatch@yahoo.com)

Dispatch Center website: [http://gacc.nifc.gov/RMCC/dispatch\\_centers/r2pbc/](http://gacc.nifc.gov/RMCC/dispatch_centers/r2pbc/)

PSICC Forest website: <http://fsweb.psicc.r2.fs.fed.us/>

BLM website: <http://web.blm.gov/portal/>

City of Pueblo website: <http://pueblo.org/> ; <http://pueblochamber.org/>

To access PIDC during regular business hours, enter the building through the front doors, and check in with the front desk personnel. During non-business hours, proceed to the door on the northeast side of the building and ring the buzzer. If our office is staffed, someone will answer.

Our office is staffed seven days a week during fire season, with normal operating hours from 0800-1800. Extended hours coincide with periods of increased fire activity.

Functional areas within our office are initial attack, aircraft, intelligence and logistics. When calls come into the office please refer them to the appropriate person (functional area) and do not take detailed messages except their name and number and have their call returned.

This Guide is meant to provide Orientation for new employees and contains brief general highlights of PIDC, RMA, and National operations.

For overall mobilization policies and procedures related to each of the sections, please see the National, RMA Mobilization Guides.

For agency specific guidance you will need to see the applicable manuals and handbooks.

## Geographic Area

### Typical Weather Patterns

Pueblo Dispatch Zone geographic area includes the state of Kansas and Southeastern Colorado. Fire seasons can start as early as January at the low elevations and moves ahead of green-up. Normal springtime conditions have the lowest live fuel moistures, fine fuels are cured, high wind events are common, low RH's are also common and moisture is extremely variable. March/April are usually high precipitation months, but if moisture is low or nonexistent, very high fire danger results. This danger often peaks in mid to late June with all the above, with higher temperatures and longer days.

The normal monsoon season arrives in early to mid- July. This brings moisture from the Gulf and Pacific to fuel almost daily thunderstorm buildup. Gusty winds occur around the storms, but big wind events are otherwise rare. These storms are often dry the first one or two weeks of the monsoons, but then normally turn wet and limit fire potential. The Pike NF is one of the top locations in the country for lightning occurrence. Mid-September through mid to late October is often the driest period of the year. Extreme low humidity often occurs and big wind events are not uncommon.

Thunderstorms/dry lightning and warm- unstable cold fronts and storm squalls bring high winds with instability at lower atmosphere and wind gust sometimes as high as 60 mph. be alert to frontal passages, which may drive fire downhill.

### Terrain

From the hardwood forest of Kansas, through the prairies and high plains of western Kansas and southeastern Colorado to the mountains, elevations vary from 3,500 to 14,000+ feet. Pueblo, Colorado sits at 4,692 feet.

The mountain portion of the dispatch zone is made up of several North/South ranges with plains on the east, and large mountain valleys between. Most of the ranges are relatively narrow. East /west drainages are aligned with the prevailing winds. Elevations in the mountains vary from about 5,500 feet at the base of the foothills to over 14,000 feet. Most fires in Colorado occur in the foothills and mountains, which are located from 5,500 feet to about 9,500 feet.

Kansas and Southeastern Colorado grasslands are made up of short and tall grass prairies with river canyons and rolling plains. Elevations of 1,500 feet to 5,500 feet provide diverse terrain and fire activity.

## PISCC Workplace Security

PIDC can be in service up to 24 hours a day, depending on activity. Building doors are to remain closed, do not prop open. Security keys are needed for access to the building. Keys will be assigned out by the Floor Ops, Center Manager, or the Assistant Center Manager. Keys cost about \$5-\$10 to replace, do not lose it if you have one. Return it when it is time for you to return to your home unit.

Security codes for the building will be explained to you by one of the dispatch staff. Codes may be needed for entry or exit of the building between the hours of 2130 and 0500. If you do not follow the directions given, a silent alarm will go off at the local PD.

*"People under the influence of an empowering person are like paper in the hands of a talented artist".*  
John C Maxwell

## PIDC Organization

Dispatch Center Manager:	Tammy Milton
Asst. Dispatch Center Manager:	Cindy French
BLM Lead Dispatcher:	Eric Toft
FS Initial Attack Dispatcher:	Kym Hoffman
FS Initial Attack Dispatcher:	Tiphaine Webb
FS Initial Attack Dispatcher:	Krystal Quiroz

The Operations Manager (Floor Ops) is assigned and directs the daily operations of the initial attack dispatch floor assigning duties for the day for initial attack dispatchers, intelligence dispatchers and aircraft dispatchers and keeps the Assistant Center Manager and Center Manager updated on events within the PIDC Zone. We all share the workload and work together to accomplish our mission. Please keep communications open and feel free to ask questions.

## Delegation of Authority

The Center Manager has full delegated authority from the Pueblo Fire Board, which is made up of PIDC partners including the USFS, BLM, FWS, NPS, BIA, CDFPC and KSFS. Initial Attack, Aircraft and Logistic direction comes from the Center Manager. The Assistant Center Manager coordinates with expanded dispatch for any incident supporting initial attack, and extended attack operations.

## Pueblo Interagency Dispatch Center Mission

The principal mission of the Pueblo Interagency Fire Dispatch Center (PIDC) is to provide initial attack services and resource mobilization in a cost effective and timely fashion using resources identified in PIDC CAD and ROSS. In addition PIDC provides coordination of resources, dispatching services to incidents in and outside of the PIDC boundary and intelligence gathering for dissemination. PIDC is a staff of highly trained professionals who respond to emergency and non-emergency incidents within the dispatch area.

1. Respond to incident and pre-suppression needs of the PIDC area.
2. Mobilize personnel, aircraft, and equipment throughout the Pueblo Dispatch area and to other geographic areas to meet incident and preparedness needs.
3. Maintain status of all resources within the PIDC area.
4. Prioritize and allocate resources within the PIDC area during multiple fire and non-fire situations.
5. Practice close cooperation in the sharing of resources with other areas and all protection agencies.
6. Collect and distribute intelligence information concerning fire and non-fire situations.
7. Schedule aircraft for administrative or mission flights in a cost effective manner.
8. Support and coordinate training within the Pueblo Dispatch Area.

## General Information

1. **Hours of Operation:** Summer: 0800-1800 Winter: 0800-1630
2. Dress casual is appropriate. It is not necessary to wear agency uniform. Shorts are authorized in the summer on the weekends as long as they are mid-thigh in length. Clothing should be modest “If you have to ask whether it’s appropriate, it probably is not”. As civil servants, we have a responsibility to present a positive, professional image to the public we serve and to others who visit our office.
3. Restrooms and drinking fountain are located in the lobby and also across from the break room. We should use the restrooms and drinking fountain located across from the break room.
4. The break room is located down the hall turn to the right (Room 139). There is a refrigerator, microwave oven, coffee pot, ice machine and sink available for employee use as well as snack cabinet and a soda vending machine. Do your part in maintaining a clean break area.
5. Smoking is not permitted in the building. Smoking is allowed outside the back exit of the building under the shelter.
6. Every detailer gets a 30 minute lunch break. During your break you may leave the facility for lunch, use the break room, the picnic table or eat at your desk. Exceptions will occur and will be managed by your Operations Manager (OPS) for the Initial Attack floor and the Expanded Dispatch Supervisor for Expanded. For every 4 hours you work you get a 15 minute break, when possible it is suggested you use your break to step away from your desk, stretch, take a walk, or do something to help you decompress and relax.
7. Each person working at PIDC is expected to maintain a professional attitude. The atmosphere is expected to be relaxed, functional and friendly. Please help keep the noise level down so as not to disturb your fellow dispatchers. **Harassment, disrespect and aggression will not be tolerated.**
8. Each detailer will be responsible for doing their timekeeping on an Emergency Firefighter Time Report (OF-288). Pay status begins from the time you leave your motel (travel time) to PIDC, to the time you return to your motel (travel time) from PIDC, ***this does not include time spent for meals travelling from motel to PIDC/or PIDC to motel.*** Prior to release home, each person’s immediate supervisor at PIDC will sign time report.
9. For Expanded, the Coordinator or Expanded Dispatch Supervisory Dispatcher will keep the Assistant Center Manager informed of all main events, issues, problems, conflicts, etc. For Initial Attack, the Operations Manager will keep the Center Manager or Assistant Center Manager in the absence of the Center Manager informed of all main events, issues, problems, conflicts, etc. Initial attack dispatchers will document incoming phone calls and radio traffic WildCAD.
10. If there is a day and night shift, plan on a ½ hour up to an hour overlap at shift change and conduct a thorough written/verbal shift briefing with your replacement. The Expanded Supervisory Dispatcher or Operations Manager can answer questions regarding scheduling.

*“The real voyage of discovery consists not in seeking new landscapes, but in having new eyes.”*

Marcel Proust

11. The PSICC SO has scheduled janitorial services on Wednesday and one weekend date. The trash bin is located on the SE side of the building; monitor the trash in the dispatch center and volunteer to remove trash if needed. During fire season the schedule will change to three days a week and will be announced as it is known.
12. **Evacuation:** Instructions are posted throughout the building. To exit from the PIDC office, go straight down the hallway by the mailroom and exit out the northeast service door. In an **EMERGENCY** dial **9-911**. Notify the Operations Manager on duty of all incidents.
13. **First Aid/AED:** The First Aid kit is located in the break room. There are 2 AED's in the building; one is located outside of the Center Managers office in dispatch, the second is located inside the break room.
14. **Personal Security:** All personnel need to be alert to their surroundings while coming to or from the office. During regular business hours report any suspicious persons to your supervisor or floor operations manager who will notify **9-911**. After hours, report any suspicious persons to **9-911**. All doors leading to the outside will be kept closed at all times; they will not be propped open. The door into dispatch should be kept shut outside of business hours.
15. **Lock Box:** Contains keys to the dispatch cage, warehouse storage unit, vehicles, and AD/Casual Hire file. The master key is located at the Operations Manager's desk and a spare key is with the ACM.

## Office Procedures

### Shifts

PIDC Summer hours of operation are usually 0800-1800, seven (7) days a week, with expanded capability to 24 hours per day. Two (2) schedules can exist which allow transition from 8-hour shifts to 12-hour shifts. During periods of incident activity, schedules can change to accommodate the needs of the field. The Operations Manager in coordination with the Center Manager or Assistant Center Manager will evaluate the workload and expand staffing accordingly.

### Dispatch Shift Briefings and Pass On's

PIDC will do an overall general briefing for all dispatchers at the end of each shift to let everyone know what is going on and communicate the workload of each desk and any issues, problems etc. This is done in both IA and expanded. It is each dispatcher's responsibility to ensure their desk is kept current through their shift and to provide an adequate briefing to the relief dispatcher. Briefings should include at a minimum:

1. Movement of resources, especially crews and aircraft.
2. Any departure from established Standard Operating Procedure (SOP).
3. Any schedule changes.
4. Any emergency message notifications.
5. Any significant resource shortages.
6. Tracking PIDC resources' availability status.

All Initial Attack dispatchers must document major events, activities, notes, strategies, questions, etc. pertinent to PIDCs daily activity in the Pass On's log for relief dispatchers, located in: WildCAD → Links → Dispatch → PIDC Pass On's)

## Telephones

Answer by saying “**Pueblo Dispatch**” and **your first name**. Please do not let the phone ring more than 3 times.

**Incoming calls:** When taking a call for someone else, please ask the following questions, if the person is not available:

1. Ask if you can provide assistance?
2. Is this in regards to a fire?

If neither, transfer the person to the appropriate extension or take their name and number for the call to be returned. If the call does not apply to your functional area, transfer the call to the Operations Manager or Supervisory Expanded Dispatcher if you cannot provide assistance.

**Pick up a Phone Call:** Lift receiver and press **Call Pickup** or **\*07**.

**Place a call on Hold:** On the phone keypad, press the **RED** hold button.

**Pick up a call on Hold:** Press the button next to the **Flashing Green Light**.

**Transferring a Phone Call:** Press the **Transfer** button, dial the number, and wait for the phone to ring, then press **Transfer** button again.

**Dialing Out:** dial “**9**” then the number (include “**area code**” for long distance calls).

**Forward Phones to Answering Service:** press the **Nightsvc** button. **Green light** will turn on to indicate that it is on. **Dial 1600**, your call will go through to the answering service. Let them know who you are and that you are going out of service and who is on-call.

**Take Phones off Answering Service:** press the **Nightsvc** button. **Green light** will turn off to indicate that it is off.

### Cell Phone use:

Personnel Cell Phones are to be on mute or vibrate on the Initial Attack floor, if you need to take a call, notify the Operations Manager and request to step off the floor.

**Voice Mail System:** Expanded dispatch phones have been set up to take messages. To check messages, dial 1599, enter extension and enter in password (the desk phone number). **DO NOT CHANGE PASSWORDS.**

**How to Create a Voice Mail Greeting:** To be used on Expanded Dispatch phones only.

Dial 1599; enter your extension and the pound #sign: follow the directions – select # 3; enter the follow greeting.

“Hi you have reached Pueblo Expanded Dispatch for “Crews, Equipment, etc. This desk is staffed between xxxx to xxxx daily. Please leave a message and we will get back to you. If you have called outside of our normal hours contact Pueblo Dispatch @ 719-553-1600 for immediate service. Thank you, good bye.

## Radios

PIDC is set up with the ModUCom radio system; to answer the radio, select the appropriate bank/channel to make contact with the caller. There are 5 banks with multiple repeater channels: **Pikes Peak NF, San Isabel NF, Comanche/Cimarron NG, Rio Grande NF and Airtel/Airguard**. Reference the Initial Attack flip chart(s) for map and complete listing.

All incoming and outgoing radio traffic is recorded. When a radio call comes in, answer by saying: **Pueblo Dispatch**. To end the call, say: **Pueblo Clear** and the **time**. Allow the channel to stop flashing and give it a minimum of 2 seconds before talking. PIDC'S call sign is: **KAH 849**, we do not use it on a daily or normal basis.

**Simul-Select** is an option, press Simul-Select button to turn on then select the desired repeater channels (banks will be highlighted green) and you can select only one repeater channel per bank. To turn off, press Simul-Select again.

## Media/Public Information Requests

PIDC will send a text/email from WildCAD to notify the on-call Public Information Officer(s) of all initial attack fires. Calls from the media received by PIDC will be forwarded to the on-call Public Information Officer or the assigned incident Public Information Officer. In the event the Public Information Officer cannot be contacted, the call will be forwarded to the Center Manager or Assistant Center Manager.

Visits requested by the media will be approved in advance by the Center Manager or Assistant Center Manager who will coordinate with the SO Public Affairs Officer. The Center Manager or Assistant Center Manager will approve location of remote microphones, positioning of cameras and dispatcher interviews.

Media aircraft are allowed into fire areas when approved and notification has been made to the incidents Aerial Supervisor.

Forest Public Information Officer Media line for wildfires: 719-299-1567

## Computer Information

PIDC uses the United States Forest Service network for all office computers. If you have not taken the IT Security Awareness via AgLearn or DOI Learn at your home unit, you will need to take the written one here. All non-USFS detailers will be assigned a temporary username and password.

- Do not load any unsolicited software on the computers as all software must be approved by the systems administrator in advance.
- Do not change the look of the computer screens by adding screen savers or other items.
- If you have been entrusted with access to a file or to use certain programs, respect that trust and do not delete or change these files without permission.
- The internet should be used only for work-related business while on assignment.

## WildCAD

WildCAD is the primary tool used by PIDC Initial Attack dispatchers for all incoming phone and radio traffic and will be documented using the WildCAD incident or the daily log. Expanded dispatch may view incidents in WildCAD and will use it in some instances (Refer to the PIDC SOP's and WildCAD How To Everything).

## Printers

**Dispatch B&W:** HP LaserJet 4300dtn (IP Address 166.2.224.24) located next to the operations desk.

**Dispatch Color:** Xerox Phaser 7500DN PS (IP address 166.2.224.37) located next to the copy machine.

**Expanded:** HP Officejet Pro 8610 printer/scanner are assigned to the each desk.

## Fax Machines

PIDC has two fax machines, one is located by the Operations Manager's desk (OPS) for initial attack, and the other one is located in the dispatch office next to the microwave for expanded.

## Copier and Scanner

PIDC has one black and white copier and it is located next to the dispatch color printer.

**Initial Attack Floor:** HP Officejet Pro 8600, located in the intelligence cubicle.

**Mini-Expanded:** HP Officejet Pro 8610 printer/scanners are assigned to each expanded desk in the dispatch office.

## Email Access

**USFS:** log onto <https://mail.usda.gov> to access Outlook email account.

**DOI:** log onto <https://apps.doi.gov> or can access through gmail account.

## Dispatch Email

Dispatch Messaging System (DMS) is NO LONGER the standard dispatch mailing system. Incoming email for PIDC will come through Yahoo mail: [pueblodispatch@yahoo.com](mailto:pueblodispatch@yahoo.com) (username), the password is located in WildCAD → Links → Program Passwords → Passwords.

Some centers still use the DMS dispatch messaging system, refer to the RMG Ch.10; the purpose of the notification/communication mailing list is to provide units and centers with timely information in regard to resource information, and dispatch/coordination information sharing.

## Office Supplies

There are some office supplies in the cabinet across from the copier in the dispatch office (Office Cleaning/Supplies). PIDC has a cache with additional supplies, it is located at the center of the building, the cage is locked and the key is located in the lock box on the Initial Attack floor.

## Time Keeping

You are responsible for keeping track of your time. All time charged to an incident needs to be documented on an Emergency Firefighter Time Report (OF-288) and signed by your supervisor. It is recommended that you track your time on a daily basis for the best accuracy. After your OF-288 has been completed and signed, make sure you give a copy with a copy of your resource order to your supervisor for PIDC's records.

Refer to the Interagency Business Management Handbook – Chapter 10 for Work/Rest Guidelines.

When charging time to an incident you will use the fire code assigned to the incident you are working on. Fire codes are issued through the Fire Code System computer program ([www.firecode.gov](http://www.firecode.gov)). Reference Cost Coding in the NMG Ch.10 and RMG Ch.10.

## Sick Leave

If you become ill while on duty, notify your supervisor immediately. If you cannot come in for your scheduled shift; call the on call dispatcher, center manager or the supervisory dispatcher in expanded before your shift starts so we can make arrangements to cover for you. If you feel your illness or injury will prevent you from staying on your assignment, let your supervisor know so demobilization arrangements can be made.

## On the Job Injuries

If you are injured while on assignment, please see your supervisor as soon as possible to have a CA-1 Notification of Injury form filled out. If further medical attention is needed, a CA-16 Medical Form must be filled out prior to visiting a doctor or hospital. **Supervisors notify the Dispatch Center Manager, of any injuries or sick individuals.**

## Emergency Demob

In the event that you need to **demob due to an emergency**, contact your supervisor and arrangements will be made to get you home as soon as possible. Supervisor's fill out emergency release forms and send them through the normal dispatch channels. Contact the individuals home dispatch office and advise of release and travel arrangements.

## Pay Check 8 (FS Time)

Forest Service employees should go to the PSICC webpage and click on option to ConnectHR (Dashboard) or go to the PIDC webpage and click on Incident Business Management link, to access Paycheck 8 (FS Time) (<http://connecthr.gdcii.com>). You will need your eAuthentication or your linkpass ID Login to access the system.

## Quick Time

Department of Interior employees should go to the PIDC webpage click on Incident Business Management link to access DOI Remote Access (BLM Time) ([https://apps.doi.gov/dana-na/auth/url\\_75/welcome.cgi](https://apps.doi.gov/dana-na/auth/url_75/welcome.cgi)). You will need your DOI Access Card or Username and Password to access the system.

## Task book/Performance Evaluations

Performance evaluations will be completed by your supervisor and a copy will be provided to the Center Manager. All AD's must have a performance evaluation completed. If you have a task book you would like to work on, notify your supervisor so that you can be placed under a fully qualified dispatcher.

- Performance evaluation forms are available on the computer (WildCAD Links → Dispatcher Performance Rating).
- The evaluator and individual both need to sign.
- The original is given to the individual and copy is kept at PIDC.

*"The bad news is time flies. The good news is you're the pilot." Michael Altshuler*

## Intelligence and Predictive Services

All intelligence is now known as predictive services, duties will be performed by the initial attack dispatchers during preparedness levels 1, 2, and 3. An Intelligence dispatcher, separate from PIDC may be added if necessary to perform this function at preparedness levels 4 and 5.

### Reports

The three primary reports that are generated by the predictive services intelligence working group are:

1. Morning Report briefing packet – developed each morning by 0730 from the information obtained from the previous shifts Interagency Situation Report.
2. Interagency Situation Report (SIT) – required by 1800 daily. This report is internet-based through FAMWEB and is password protected. Specific instructions for completing this report are located in the Daily Sit book (Resource Library).
3. Resource Ordering and Status System (ROSS) resource availability report – reports can be generated from ROSS to determine the number and kinds of resources committed, available and unavailable. This report is used by the daily duty officer and may be provided to the PBC Zone Board or MAC Group to monitor resource commitment and shortages.

### Weather

PIDC is responsible in the collection and disseminating of the daily Fire Weather to the field and posting it to the Intel section in the dispatch office. In addition PIDC will also be responsible for all weather alerts and warnings; this is done by the dispatcher for that functional area or by assigned Intel. Morning weather is broadcasted over the radio at approximately 1030 and afternoon weather at approximately 1600.

### WIMS / NFDRS

WIMS: Weather Information Management System, is a web-based application system that helps you manage weather information and is completed through NAP access approximately 1500 daily. Instructions to complete the WIMS are available in the WIMS book (Resource library). WIMS serves as the host for the National Fire Danger Rating System (NFDRS). NFDRS provides outputs on current and predicted fire danger conditions. PIDC will produce weekly fire graphs using the outputs from NFDRS.

### ICS-209

The ICS-209: Incident Status Summary is completed through FAMWEB access daily for incidents with specific information and significant effect on resource commitment. Instructions to complete the ICS-209 are available in the ICS-209 book (Resource library). Type 1 and Type 2 teams will input this report through the Planning Section. If they do not have the capability to complete the ICS-209 electronically, they are still responsible to complete the form and will provide a final, signed copy to be input through predictive services or PIDC.

### Fire Severity

Predictive Service is responsible for collection of severity information (forecasts, drought maps, probability of precipitation, etc.). A monthly Potential Assessment that reports the potential for serious problem fires for the following month is developed from May through October by NRC with input from the Zone Coordination Centers.

*“Trust is the foundation of leadership.” John Maxwell*

## Pueblo Dispatch Orientation

The main dispatch center is set up to handle initial attack fires and extended attack on larger fires until an expanded dispatch is opened. As you enter the dispatch center you will see our intelligence section. Current intelligence information, reports and alerts can be found in this section.

The Center Manager and Assistant Center Manager desks are the first that you will see as you come in. The initial attack floor is to the left of the managers desks and mini-expanded dispatch is to the right. Each desk is set up with visual aids, SOP's, phone lists and tools to make your stay easier. If you have suggestions please make them known.

### PIDC Zone Boundary and Unit Designators

Pueblo Interagency Dispatch Center zone covers as far North as the Jefferson/Boulder county line, down to the New Mexico State line, from the Eastside of the Continental Divide of Colorado to the Kansas/Missouri Stateline. Units supported by the Pueblo Interagency Dispatch center are listed in the SOP's flip charts and Unit Identifiers book PMS 931.

<b>A</b> = BIA	<b>C</b> = Center (Dispatch)	<b>D</b> = BLM	<b>F</b> = USFS
<b>O</b> = BLM State Office	<b>P</b> = NPS	<b>R</b> = FWS	<b>S</b> = State
<b>X</b> = County			

### PIDC Neighbors

Within the Rocky Mountain Area Coordination Center (CO-RMC) Pueblo Interagency Dispatch neighbors are:

Ft. Collins Dispatch (CO-FTC) to the North  
Great Plains Dispatch (SD-GPC) to the Northeast  
Montrose Dispatch (CO-MTC) to the West  
Durango Dispatch (CO-DRC) to the Southwest

Pueblo Interagency Dispatch Boundary neighbors are: Taos Dispatch and Albuquerque Dispatch in New Mexico.

### RMA and Neighborhood Ordering

The Pueblo Dispatch Center (along with the other Dispatch areas in the RMA) uses Neighborhood Resource Ordering Procedures. This means PIDC may order Initial Attack, Extended Attack, Large Fire Support and Non-Fire Incident Resources direct from our neighbors to support incidents within the Pueblo Dispatch Center area.

Resource ordering standards apply for the movement of all resources. This includes Initial Attack procedures, ROSS, commit messages and reassignment procedures. Reference RMG Ch.10

When a resource is unavailable through Neighborhood Ordering, PIDC will place the order with RMCC. RMCC will obtain resources through established dispatch channels. RMCC will normally NOT check with the Pueblo Dispatch Center's neighborhood, (unless the "Neighborhood Resource Ordering" has been withdrawn).

PIDC cannot reassign resources to another dispatch center if the resource was originally mobilized through the Neighborhood Policy without the permission of the resource's home dispatch center. If approved by the resources home dispatch center, a copy of the printed ROSS order should be relayed through RMCC to the home dispatch center.

If RMCC needs a resource that has been mobilized, RMCC will place the "change" order with the resources home dispatch center.

At a dispatch Center Manager's discretion and with RMCC approval, a dispatch center may temporarily withdraw their participation in the neighborhood.

RMCC has the authority to withdraw Neighborhood Ordering. Traditional ordering procedures will be utilized when Neighborhood Ordering is withdrawn.

Dispatch centers and national caches work directly with RMK for supply orders. All equipment orders are processed through RMCC.

The following describes approved ordering methods and required notifications:

**IA** = Initial Attack – Adjacent dispatch centers order direct for IA only

**NH** = Neighborhood – Approved dispatch centers may order direct at all times

**RMW** = Rocky Mountain Area Wide Ordering – Approved between all RMA centers

**RMC** = Place only to Rocky Mountain Coordination Center

**RMK** = Rocky Mountain Cache

\*COMMIT message notification to RMCC via COMMIT messages is required for the IA movement of all national and area resources. PIDC will contact RMCC via phone for the IA movement of all national and area resources. ROSS is required for all other resource movement, as per established dispatch procedures.

## **Initial Attack**

PSICC/RGD and SLVI-FMU will update the Daily Resource Status Summary online submission form each morning by 1030. The form is located on the PIDC home page under the Intelligence section. In WildCAD mark all available resources to show Available in Quarters. It is important to keep track, and be aware of area and national resources committed in PIDC's area of influence.

SOP's have been created to make your detail successful. Take time to read the SOP's that will be used while working at PIDC.

## **Aviation Resources**

The Pueblo Air Tanker Reload Base is located at Pueblo Memorial Airport (PUB). This station is set up at the beginning of fire season, and taken down at the end. The next closest Airtanker base(s) are JeffCo (BJC) dispatched through Ft. Collins dispatch, Grand Junction (GJT) dispatched through Grand Junction dispatch, and Durango (DRO) dispatched through Durango dispatch.

SEAT bases maybe activated at Canon City (1V6), Alamosa (ALS), La Junta (LHX) and Elkhart (EHA).

The Monument Helibase is located at Monument Fire Center/base of Mt. Herman (MON).

All aircraft require a FireCode and Lat/Long, be sure to enter them into WildCAD and ROSS as soon as you can.

## **ROSS Procedures**

Resource availability/statusing – All fire resources (aircraft, overhead, engines, and crews) are required to report their availability to PIDC. Resource availability/statusing will be done in ROSS. ROSS is swept on the first Monday of every month to show all cooperator resources unavailable and all federal resources available locally. PIDC will post a Twitter Message “ROSS status has been swept, please set your availability accordingly, thank you”.

Utilize the PIDC Expanded Dispatch Plan and PIDC expanded operation procedures. Reference the ISROG for ROSS Tips and Tricks.

## **Equipment/Supply Orders/Incident Replacement – Charged to a FireCode**

- Each unit on the PSICC, RGD and SLVI-FMU has small caches.
- The Rocky Mountain Area Fire Cache (RMK) is located in Denver, Colorado (2 hours from Pueblo).
- Requests for NFES Supplies from PBC Units are processed through PIDC, directly to RMK on a Resource Order Form.
- IMT1 and IMT2 can place orders direct with RMK. (See Expanded Dispatch Plan).
- All Equipment Orders are processed through PIDC and RMCC.
- All Resource Orders require a Financial Code (FireCode) attached.
- Incident Replacement Orders require a Financial Code (FireCode) attached.
- Dispatch supplies will be approved by the Center Manager or Acting Center Manager.

## **Non-Fire Supply Orders – Charged to a Project Code, ex: WFPRXX**

Units should process all non-fire emergency orders through their agency procurement procedures. Supplies for dispatch will be approved by the Center Manager. All local district procurement supply/publications requests will be authorized by the District FMO and/or Unit FMO for WFPR.

## **PIDC Location and Directions**

Directions to Pueblo Interagency Dispatch Center (PIDC) traveling on I-25: From I-25, take Hwy 50 West exit (exit 101). Head west on US Hwy 50 to Willis Blvd. turn left (south) at the stop light on Willis Blvd. Office is located behind the Ford Dealership.

Traveling on US Hwy 50 from the West (Canon City): Continue on US Hwy 50 East to Willis Blvd. turn right (south) at the stop light on Willis Blvd.

## **Restaurants**

Pueblo has a diversified group of restaurants; the dispatch office has a notebook listing restaurants within the city. Local restaurants in the Pueblo area – the Restaurant book (Resource Library) will give you information and menus and the local dispatchers can also help with recommendations.

## **Per Diem Rates and Rental Car**

Per Diem rates for Pueblo is the Standard Rate: \$83 for lodging and \$46 for meals. Rental car authorization will be specified on the order. Individuals will be required to pay for their own rental car, meals and lodging.

Please keep the following information in mind while you are staying in a hotel or motel in Pueblo: Let the hotel know your sleep/work schedule. Local hotels should be advised that PIDC is staffed on a 24 hour basis and that the day and night shift dispatchers have different needs.

The night shift person should make arrangements with the hotel staff to be located away from high traffic area and to clean the room during a different time period to accommodate your schedule. Report problems to hotel management immediately and notify your supervisor if they are not resolved promptly.

Motel room assistance may be approved for employees without an agency travel card, or who do not have the personal means to procure a room. Approval will be granted by the Center Manager or acting. We do not have the means to procure rental cars or meals.

If assistance is approved, a supply resource order for a motel room is required indicating the person's name and time that they will need the room. Receipts and a copy of the resource order needs to be turned into PSICC procurement. Individuals need to have approval from the supervisory dispatcher, Center Manager or acting to change motels once they have been arranged by procurement.

## **STAFFING/ORGANIZATION**

Each position at PIDC has detailed roles and responsibilities.

*The following is a brief description for normal operations excluding Expanded Dispatch:*

**Center Manager (CM):** Responsible for managing and providing overall direction of PIDC activities, in coordination with the Assistant Center Manager and the Operations Manager.

**Assistant Center Manager (ACM):** In the absence of the Center Manager is responsible for overseeing and providing assistance to the Operations Manager for PIDC activities, and is responsible for expanded dispatch operations.

**Operations Manager (Floor OPS):** As floor supervisor, provides day-to-day operational direction for Intelligence, Aircraft, and Initial Attack activities. Reports and works under the direction of the Center Manager or Assistant Center Manager if delegated.

**Initial Attack Dispatcher (IADP):** Operationally responsible for assisting with all Initial Attack responsibilities of PIDC and works under the direction of the Operations Manager (Floor OPS).

**Aircraft Dispatcher (ACDP):** Operationally responsible for assisting with all aircraft movement within PIDC and works under the direction of the Operations Manager (Floor OPS).

**Intelligence Dispatcher:** Gathers and compiles intelligence from a variety of sources for PIDC, disseminates information to the appropriate personnel, works under the direction of the Operations Manager (Floor OPS).

**On-Call Dispatcher:** Responsible for after hour's calls providing 24-hour coverage for PIDC. On-call dispatchers will take the information, make notifications and come into the office if the call deems necessary.

*"Leadership is submission to duty, not elevation to power". – Gordon Tootoosis*

*The following is additional positions with activation of Expanded Dispatch (Positions will be filled according to need):*

**Coordinator (CORD):** Will establish organization structure; supervise the expanded dispatch functional area, maintain the chain-of-command between the dispatch center and the teams; will provide leadership; identify the capabilities, needs and wellbeing of subordinates. Will supervise subordinates ensuring that timely and sound decision for resource ordering is established; review staffing based on incidents needs.

www.fireleadership.gov

Based on delegated duties from the Assist Center Manager or Center Manager the CORD will delegate duties, assignments, continue and evaluate performance; develop the chain-of-command, gather, analyze and validate information pertinent to incident mobilization and make recommendations; coordinate with the Assistant Center Manager or Center Manager, Agency Administrators, Incident Management Teams, Buying Team, Multi-Agency coordinate (MAC) group, contractors and other parties. Coordinate briefings; evaluate demobilization plans and participate in after action reviews.

If a CORD is not ordered/filled the Assist Center Manager or Center Manager will fill this roll.

**Expanded Dispatch Support Dispatcher (EDSP):** Will develop effective organization to meet present and future needs; review resource orders to evaluate incident needs and provide guidance to the expanded dispatch functional areas; facilitate orderly, safe and effective mobilization and demobilization for resources; establish and direct priorities for flow of resource orders and maintain the established dispatch protocol; advise, identify alternatives and make recommendations to management for resource ordering.

When teams are mobilizing, the EDSP will coordinate with planning on pre-orders and will advise the incident business administrator's. They will provide training for subordinates when feasible; schedule and conduct briefings for expanded operations; coordinate between the functional areas, buying teams, the Rocky Mountain Mobilization Center and the Rocky Mountain Coordination Center; define performance expectations and prepare performance evaluations. Is authorized to track and sign timesheets. Will supervise EDSP(T) and EDSD's.

If a CORD is not filled the EDSP will report directly to the Assistant Center Manager or Center Manager.

**Expanded Dispatch Supervisory Dispatcher (EDSD):** Will mobilize resources specific to one or more functional areas; assess situation, determine priorities; and take appropriate action. Supervise and train EDSD(T) and EDRC's providing direction for filling out various forms and resource tracking; conduct shift briefing and prepare performance evaluations for review by the EDSP. Fill out task books as needed for trainee positions.

If an EDSP is not filled, the EDSD will report directly to the Assistant Center Manager or Center Manager and is authorized to sign time sheets and finalize performance evaluations.

**Expanded Dispatch Recorder (EDRC):** Will process resource orders and track resources using ROSS and established ordering procedures; supplement resource orders with appropriate forms; relay information using the proper dispatch channels and works under the direction of an EDSD.

